

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Toronto District

5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: December 18, 2024

Inspection Number: 2024-1594-0005

Inspection Type:

Complaint
Critical Incident

Licensee: City of Toronto

Long Term Care Home and City: Lakeshore Lodge, Etobicoke

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: December 16, 17, 18, 2024

The following intakes were inspected:

- Intake: #00127057 - A complaint related to withholding approval for admission
- Intake: #00127253 - Critical Incident System (CIS) #M595-000014-24- related to a fall resulting in an injury

The following intake was completed:

- Intake: #00130475 - CIS #M595-000017-24 - related to a fall resulting in an injury

The following **Inspection Protocols** were used during this inspection:

Infection Prevention and Control
Falls Prevention and Management
Admission, Absences and Discharge

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Authorization for admission to a home

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 51 (8)

Authorization for admission to a home

s. 51 (8) If the licensee approves the applicant's admission, the licensee shall give the appropriate placement co-ordinator a written notice which shall include an acknowledgement that the licensee has reviewed the assessments and information the licensee is required to review under subsection (7).

The licensee has failed to ensure that when a written notice approving an applicant's admission to the home was provided to the placement coordinator, an acknowledgement that the most recent assessments were reviewed in accordance with Fixing Long-Term Care Act (FLCTA) s. 51 (7). A Nursing Clerk provided approval of admission without someone in the home reviewing the most recent assessments of the applicant as provided by Ontario Health atHome.

Sources: Email communication between the home and Ontario Health atHome staff; Documentation from Ontario Health atHome related to this applicant's approval to the home; Home's paperwork and files related to this applicant's admission; Interview with the Director of Nursing (DON), a Nursing Clerk and the Clinical Lead.